Problem Solving Strategies

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Problem solving is a key skill, and it's one that can make a huge difference to your career. At work, problems are at the center of what many people do every day. You're solving a problem for a customer (internal or external), supporting those who are solving problems, or discovering new problems to solve.

The problems you face can be large or small, simple or complex, and easy or difficult to solve. Regardless of the nature of the problems, a fundamental part of everyone's role is finding ways to solve them. So, being a confident problem solver is really important to your success.

The **Problem Solving Strategies**, eLearning course, is designed to provide participants with practical problem solving skills that can be immediately applied to everyday work. This course will introduce you to a step-by-step process for you to use to develop solutions, solve issues, or address challenges quickly and effectively. The course includes Commonwealth-specific scenarios and practice examples to help sharpen workplace problem solving.

Learning Objectives
Upon completion of this course, participants should be able to:

- Identify issues and problems proactively
- Analyze the underlying causes of problems by using critical-thinking skills
- Manage conflict on a team and encourage resolution
- Apply a step-by-step problem-solving process to select and implement an appropriate solution

Target Audience
All Executive Department employees

Registration Instructions
To register for this course, please visit PACE(www.PACE.state.ma.us). Search the Course Catalog using the keyword "*strategies*".

Note: To learn more about the MassHR Workforce Enhancement Program, please visit our website. (www.mass.gov/MassHR/WEP).